



Съфинансирано от Европейския съюз
Co-funded by the European Union



Център за алтернативно решаване на спорове „Консенсус“
Center for Alternative Dispute Resolution „Consensus“

INTERNAL RULES FOR THE DOCUMENT FLOW OF CONSENSUS ALTERNATIVE DISPUTE RESOLUTION CENTRE

CHAPTER I GENERAL RULES

Article 1. These Internal Rules for the handling of documents of the Consensus Centre for Alternative Dispute Resolution (CADR) lay down:

1. the procedure and methods for registering, responding and storing the documents in the CADR;
2. the duties of the relevant officials of the CADR in relation to the activities under item 1.

Article 2. The documents in the CADR' consumer dispute resolution files are kept separately from the rest of the documentation of the non-profit legal entity. Employees of the NGO, with the exception of case handlers, do not have access to these documents. The records and archives of the CADR shall be kept for up to 5 years from the closure of the file.

CHAPTER II MANAGEMENT OF THE CORRESPONDENCE AND DOCUMENTS FLOW

Article 3. The procedure under this Chapter shall be carried out by a designated member of the MB or a substitute conciliator of the CADR, hereinafter referred to as the responsible person.

Article 4. The incoming mail shall be received, registered, logged, distributed and archived as paper correspondence on behalf of the CADR.

Article 5. /1/ Outgoing correspondence is objectified on a form of the Center, which contains a logo, the name of the Center, the UIC of the Association, address, telephone, e-mail.

Проект „Консенсус НЕТС“ /Project :“Consensus NETS”N 101102241, CALL: SMP-CONS-2022-ADR, funded by the European Commission



Съфинансирано от Европейския съюз
Co-funded by the European Union



Център за алтернативно решаване на спорове „Консенсус“
Center for Alternative Dispute Resolution „Consensus“

/ 2 / The outgoing general correspondence shall be signed by the Director of the Center or a person authorized by him.

3/ The outgoing correspondence on a conciliation file shall be signed by the conciliator.

/3/ The signed outgoing correspondence shall be entered in a diary and the copies intended for the archives of the CADR shall be classified by the person responsible for storage in a general registry office or shall be handed over for storage in a specific case.

Article 6. The archives of the CADR include:

1. General archive - Incoming registry;
2. General archive - Outgoing registry;
3. Archive of conciliation proceedings.

Article 7. (1) The nomenclature of the incoming numbers shall be as follows: ‘CADR – PV – sequential number – dd/mm/yyyy/’.

(2).The nomenclature of the outgoing numbers shall be as follows: ‘CADR – PI – serial number – dd/mm/yyyy/’.

(3) The nomenclature of proceedings in cases shall be as follows: ‘CADR – serial number / year’.

Article 8. (1) Upon receipt of incoming mail, the responsible person shall register it in a logbook by filling in the following fields:

1. incoming mail nomenclature;
2. type of document - describe the type of document;
3. their number – enter the outgoing number of the issuer of the letter (if any);
4. on – what the letter is about;
5. status – for general archives or for referral to a case file;
6. the date of the deadline for sending a reply. In cases where the text of the letter or in a resolution does not explicitly set a deadline for reply, it remains on stand by position;
7. marks the status of the registered document – to be executed/completed; enter the outgoing number of the CADR reply letter (when it is entered in the logbook).

Проект „КОНСЕНСУС НЕТС“ /Project :“Consensus NETS”N 101102241, CALL: SMP-CONS-2022-ADR, funded by the European Commission



Съфинансирано от Европейския съюз
Co-funded by the European Union



Център за алтернативно решаване на спорове „Консенсус“
Center for Alternative Dispute Resolution „Consensus“

(2) Only the originals of documents related to the administrative activity of the CADR shall remain in the registry office. All other incoming documents, after receiving a common incoming number, join the conciliation case as follows:

1. documents related to the administrative activity of the CADR - they are registered with an incoming number and remain in the original at the General Registry Office;
2. requests for conciliation - they are registered with an incoming number and receive a number in the General Registry and the originals refer to a report to the responsible person/conciliator. On the reported requests for conciliation, the person responsible shall, by means of a specific resolution, record a number, which shall be retained until the end of the proceedings, to which shall be added the serial number of the document generated in the file;
3. documents relating to conciliation proceedings already initiated shall be registered with a common entry number and the addition ‘to proceedings No PV-.../dd.mm.yyyy’ and ‘to proceedings No PI-.../dd.mm.yyyy’, which shall be indicated in the document processed.

The accompanying document shall be archived in a general registry and in an electronic archive of the file under consideration.

(3) By the end of the working day on which it is received by the CADR, the registered mail shall be distributed in accordance with paragraph 2. Incoming mail shall be classified in chronological order in folders in accordance with its issuer, in accordance with paragraph 2.

(4) In the lower left corner of the copy of the correspondence, the person who prepares it shall write the initials of the person who has prepared and checked it. The principal shall ensure that the reply is sent within the prescribed time limit and, in the event of delay, shall report immediately to the MB of the CADR.

(5) The outgoing mail in conciliation proceedings shall be signed for the CADR only by the designated conciliator.

(6) Outgoing mail is displayed as follows:

- a) correspondence related to conciliation proceedings shall have an outgoing number and shall be accompanied by the number of the proceedings concerned. The second copy, intended to remain in the CADR, is scanned for archiving in the electronic archive of the file, and the original document is pronumerated and archived respectively in a general registry office;

Проект „КОНСЕНСУС НЕТС“ /Project :“*Consensus NETS*”N 101102241, CALL: *SMP-CONS-2022-ADR*, funded by
the European Commission



Съфинансирано от Европейския съюз
Co-funded by the European Union



Център за алтернативно решаване на спорове „Консенсус“
Center for Alternative Dispute Resolution „Consensus“

b) only an outgoing number shall be entered in the general correspondence. The second copy, intended to remain in the registry, shall be kept in the general outgoing mail archive.

(7) The mail intended to be included in conciliation proceedings within the time limit referred to in paragraph 3 shall be allocated by the responsible person in a separate binder for each individual case or proceedings number. The documents in the production or case files are arranged according to the chronology of receipt, each sheet, including administrative orders, being numbered in the lower right corner of the sheet.

(8) Any person related to the case may receive inquiries from the registry through his authorized representative, who certifies with a signature the receipt of the respective filer for consultation on the spot. Upon submission of a request for receipt of copies of documents to conciliation proceedings, the authorised representative shall submit a written request to the CADR, which shall be registered in accordance with paragraph 1.

(9) Correspondence intended for other addressees shall be received by them in the CADR upon signed request or sent to them by post, depending on the relevant procedure that gave rise to the correspondence.

CHAPTER III

MANAGEMENT OF INTERNAL CORRESPONDENCE AND DOCUMENTS FROM THE CONFIDENTIAL MEETINGS

Article 9. All documents addressed to, from and between conciliators, as well as replies, shall be processed in accordance with the general procedure.

Article 10. The communication by e-mail shall be copied and archived in accordance with Chapter II.

Article 11. (1) Meetings of conciliators shall be held in person or online only at the explicit request of a conciliator to discuss a case of increased complexity.

(2) The meetings of the conciliators shall be closed for inner use only. For them, the conciliator does not draw up a specific protocol. The meeting may be concluded by a written act.

Проект „Консенсус НЕТС“ / *Project : "Consensus NETS" N 101102241, CALL: SMP-CONS-2022-ADR, funded by the European Commission*



Съфинансирано от Европейския съюз
Co-funded by the European Union



Център за алтернативно решаване на спорове „Консенсус“
Center for Alternative Dispute Resolution „Consensus“

(3) The conciliators shall have free access to the general archives of the CADR. Access to the procedural files shall be free for the person responsible and the conciliator(s) who take part in the proceedings. The other conciliators shall have access to the ordinary procedure files. In exceptional cases, the principal may allow a conciliator or administrator access to a specific file, and this decision shall be recorded in a specific protocol.

(3) The documents for paid fees according to the tariff of the body shall be processed and kept in the accounts of the CADR.

CHAPTER IV

RULES OF DOCUMENTS FLOW DEALING WITH CONCILIATION FILES

Article 12. This procedure is drafted in accordance with and in compliance with the regulatory requirements laid down in the Consumer Protection Act of the Republic of Bulgaria, Directive 2013/11/EU of the European Parliament and of the Council of 21 May 2013 on alternative dispute resolution for consumer disputes and amending Regulation (EC) No 2006/2004, Directive 2009/22/EC of the European Parliament and of the Council of 23 April 2009 on injunctions for the protection of consumers' interests (codified version) Text with EEA relevance, as well as the Rules on the conduct of a conciliation procedure for consumer disputes of the Consensus Centre for Alternative Dispute Resolution (CADR) in order to establish uniform operating rules and a regime for keeping the documents of the Centre in the course of consumer dispute resolution activities.

Article 13. The objectives of the procedure are:

- providing the necessary guarantees for the lawful conduct of conciliation and conciliation procedures;
- ensuring the impartial and expert conduct of such procedures conducted by conciliators or mediators of the CADR Consensus;
- ensuring a standardised fulfilment of the obligations of all parties to the conciliation proceedings;
- description of all the obligations of the participants in the conciliation proceedings;

Проект „КОНСЕНСУС НЕТС“ /Project :“Consensus NETS”N 101102241, CALL: SMP-CONS-2022-ADR, funded by the European Commission



Съфинансирано от Европейския съюз
Co-funded by the European Union



Център за алтернативно решаване на спорове „Консенсус“
Center for Alternative Dispute Resolution „Consensus“

- laying down rules for keeping statistics between applications received and agreements reached.

Article 14. Criteria for determining the achievement of the objectives are:

- the ratio between the applications received and the agreements reached in accordance with the result achieved, by indicators:

- A) a request for reimbursement has been granted;
- B) supply of goods and/or services;
- C) acceptance of a factual situation as established;

- ratio between the initiated files and the number of terminated proceedings according to the grounds for termination;

- user satisfaction level;

- level of satisfaction of the trader;

- level of difficulty of the conciliator's data procedure, according to data from Act – form13p.

Article 15. The procedure shall apply to the following entities:

A/Persons involved in the conciliation proceedings

1. User with violated rights;
2. Representative of a consumer with impaired rights with duly established rights;
3. Trader;
4. Representative of a duly constituted trader;
5. Document administrator/administrative assistant;
6. A conciliator.

B/Roles of the persons involved in the conciliation proceedings

1. User with impaired rights and his representative with duly established rights:

- This is a natural person who has felt prejudiced and injured as a result of an act/inaction of a trader.
- Only a person who has the right to initiate the conciliation proceedings.
- Actively assists in the process of establishing the facts of the case and participates in the reconciliation process.
- Expresses its opinion on its level of satisfaction with the achieved result.

Проект „КОНСЕНСУС НЕТС“ /Project :“Consensus NETS”N 101102241, CALL: SMP-CONS-2022-ADR, funded by the European Commission



Съфинансирано от Европейския съюз
Co-funded by the European Union



Център за алтернативно решаване на спорове „Консенсус“
Center for Alternative Dispute Resolution „Consensus“

2. Trader and his representative with duly established rights:

- This is a legal or natural person whose actions/inactions are an alleged cause of the consumer's harm or violation of his rights.
- A person who has the right to choose whether to participate in the conciliation proceedings and whether to cooperate in the process of establishing the facts of the case.
- Expresses its opinion on its level of satisfaction with the achieved result.

3. Document administrator/administrative assistant:

- Person designated by the CADR with responsibilities for the administration of the conciliation procedure. It is obliged to accept from a user an application for the initiation of proceedings, a statement of the case and evidence to it, to initiate proceedings in the case, to allocate it and to monitor the fulfillment of internal deadlines.
- Archive conciliatory production in its entirety after its completion.
- Summarizes the data from the Logbook on the course of the procedure and the Logbook on the results of the conducted procedures, deletes personal and any identifying data of the participants and provides them for publication in a bulletin on the designated publicly accessible internet space.
- An administrator of documents/administrative assistant may be a conciliator or mediator from the CADR, different from the one to which the conciliation proceedings have been assigned.
- Carries out its activities in accordance with the Rules for Conducting Conciliation Procedure with the CADR.

4. Conciliator:

- Person designated by the CADR with duties:
- collecting opinions and evidence on the case under consideration in the conciliation proceedings;
- actively communicates with the parties;
- monitor the timely performance of the obligations of the parties;
- monitor the timely performance of his/her personal duties;
- draw up internal acts for the proceedings;

Проект „КОНСЕНСУС НЕТС“ /Project :“Consensus NETS”N 101102241, CALL: SMP-CONS-2022-ADR, funded by
the European Commission



Съфинансирано от Европейския съюз
Co-funded by the European Union



Център за алтернативно решаване на спорове „Консенсус“
Center for Alternative Dispute Resolution „Consensus“

- draw up an act for conciliation proposal;
- draw up an act for termination of the conciliation proceedings;
- determines the level of difficulty of the procedure after its completion;
- produce statistical data for the fulfilment of the objectives of the procedure;
- keeps a log of movement during the course of the procedure;
- derives statistical data from the conducted procedure by entering them in a common log of the results of the conducted procedures;

- operates in full operational independence, impartially, in accordance with the Rules for Conducting Conciliation Procedures and the Code of Ethics of the CADR Conciliator Expert.

Article 16. The regulatory and internal organizational acts used are as follows:

Directive 2013/11/EU on alternative dispute resolution for consumer disputes; Directive 2008/52/EC on certain aspects of mediation in civil and commercial matters; Regulation (EU) No 524/2013 of the European Parliament and of the Council of 21 May 2013 on online dispute resolution for consumer disputes and amending; Regulation (EC) No 2006/2004; Constitution of the Republic Of Bulgaria; Mediation Act; Consumer Protection Act; Code of Civil Procedure; Code of Private International Law; European Convention on Foreign Trade Arbitration – ratified by the Republic of Bulgaria in 1964, published in State Gazette No 57 of 1964; European Convention on Foreign Trade Arbitration – ratified by the Republic of Bulgaria in 1964, published in State Gazette No 57 of 1964; International Commercial Arbitration Act; Commercial Law; Obligations and Contracts Act; Personal Data Protection Act; The Rules for Conducting a Conciliation Procedure in Consumer Disputes of the Centre for Alternative Dispute Resolution (CADR) "Consensus"

Article 17. Terms and definitions used:

Case: the factual state of the relationship between a consumer and a trader, which has occurred as a result of actions and/or omissions of both parties to it, which have led to material harm, impairment of a range of rights and/or dissatisfaction of the consumer, which have become the reason for initiating conciliation proceedings;

Проект „КОНСЕНСУС НЕТС“ /Project :*“Consensus NETS”* N 101102241, CALL: *SMP-CONS-2022-ADR*, funded by the European Commission



Съфинансирано от Европейския съюз
Co-funded by the European Union



Център за алтернативно решаване на спорове „Консенсус“
Center for Alternative Dispute Resolution „Consensus“

Conciliation file: initiated by a consumer proceedings before the CADR in order to achieve satisfaction of claims as a result of a case with a trader;

Conciliation proposal: a written proposal made by a conciliator to the participants in the conciliation proceedings with a view to reaching an agreement;

Agreement: a conciliation act concluded between a consumer and a trader which achieves a mutually satisfactory outcome in the settlement of their relationship. The agreement may be made enforceable;

Termination order: a conciliator draws up an act terminating the conciliation proceedings if the conditions for doing so are met. Depending on the case at hand, it may contain recommended instructions for action by the user;

Statistics: data collected on the course and outcome of conciliation proceedings conducted in the CADR.

Article 18. Responsibilities for the implementation of the procedure shall apply to all persons referred to in Section II, points 3 and 4, to whom administration and handling cases and ADR have been assigned.

Article 19. Implementation of the reconciliation process:

A) Actions of the user or his representative. Deadlines.

1. Submits an application for the commencement of conciliation proceedings – Act – model 1h;
2. Submits a statement of the case – free text /it is allowed to accept and process an application for initiation of production with incorporated in the same statement/;
3. Submits evidence to the presentation of the case;
4. Submits evidence of payment of the fee for the start of the conciliation proceedings;
5. Execute instructions to eliminate discrepancies in the application, statement and evidence within 5 days of receipt of notification;
6. Expresses his opinion on the acceptance/rejection of the conciliation proposal within 7 working days of the notification;
7. Upon acceptance of the conciliation proposal by both parties, the conciliator shall pay the fee set by the conciliator for a completed conciliation procedure.

B) Actions of the trader or his representative. Deadlines.

Проект „КОНСЕНСУС НЕТС“ /Project :“*Consensus NETS*”N 101102241, CALL: SMP-CONS-2022-ADR, funded by the European Commission



Съфинансирано от Европейския съюз
Co-funded by the European Union



Център за алтернативно решаване на спорове „Консенсус“
Center for Alternative Dispute Resolution „Consensus“

1. Agrees/disagrees to participate in the conciliation proceedings within 5 days of receipt of the notice of initiation of conciliation proceedings and the request for submission of documents;
2. Within the same time limit, it shall submit an opinion on the case in which the conciliation proceedings have been initiated;
3. Within the same time limit, it shall deposit relevant evidence in the case in which the conciliation proceedings have been initiated;
4. Execute instructions to eliminate inconsistencies in the opinion and evidence within 5 days of receipt of notification;
5. Expresses its opinion on the acceptance/rejection of the conciliation proposal within 7 working days of the notification;
6. Upon acceptance of the conciliation proposal by both parties, the conciliator shall pay the fee set by the conciliator for a completed conciliation procedure.

C) Actions of the responsible document administrator/administrative assistant:

1. Monitor the contact e-mail addresses of the conciliation centre;
2. Monitor the physical contact addresses of the conciliation centre;
3. Accepts applications submitted by users to initiate conciliation proceedings with the attached case statement and evidence;
4. Process Act – form 1p by initiating conciliation proceedings;
5. Process Act – form 2p by assigning the conciliation case to a conciliator;
6. Monitors the implementation of the internal deadlines in the conciliation proceedings;
7. In case of non-fulfilment of the internal deadlines in the conciliation procedure, notify the conciliator;
8. If necessary, reassign the file to another conciliator;
9. Process Act – form 10p by archiving the conciliation file and assigning it a unique archive number;
10. Process Act – form 11p, keeping an electronic form of a dashboard for implementation at stages of the conciliation procedure, promptly recording in it the stages achieved in the procedure, the acts issued by a conciliator, opinions and documents received from the parties and possible failure to meet internal deadlines;

Проект „КОНСЕНСУС НЕТС“ /Project :“*Consensus NETS*”N 101102241, CALL: SMP-CONS-2022-ADR, funded by the European Commission



Съфинансирано от Европейския съюз
Co-funded by the European Union



Център за алтернативно решаване на спорове „Консенсус“
Center for Alternative Dispute Resolution „Consensus“

11. Processes Act – form 12p, collects and summarizes data from the registry on the progress of the conciliation file;

12. Process Act – form 13p, collect and summarize the relevant data from the files in a common log of the results of the procedures carried out;

13. Processes Act – form 14p by entering the data collected from Act – form 12p and Act – form 13p on a six-monthly basis, deletes personal and identifying data, prepares and transmits the collected data for publication in a newsletter.

D) Actions of the conciliator:

1. Process Act – form 3p for the start of the conciliation procedure by carrying out an external check of the applicant’s documents, verifying whether the case has been clarified from a factual point of view and whether full evidence has been provided on it. Carry out a formal check of the grounds for initiating conciliation proceedings under Article 10(3) of the CADR Conciliation Procedure Rules;

2. Process Act – form 4p by notifying the applicant of the incompleteness of a factual statement of the case and/or the evidence attached to the application and giving him a five-day deadline for their removal;

3. Process Act – form 5p by notifying the trader of the initiation of conciliation proceedings, of a designated conciliator, with a request for the provision of an opinion and documents on the case and within five days thereof;

4. Process Act – form 6p of a conciliation proposal;

5. Process Act – form 7p of a statement of reasons, an integral part of a conciliation proposal for the parties to the dispute;

6. Notifies the parties of a conciliation proposal and the reasons for it;

7. Process an opinion expressed on the acceptance/rejection of the conciliation proposal by each of the parties to the dispute;

8. Processes Act – form 8p ordinance for termination of conciliation proceedings in case of expressed disagreement by the trader to participate voluntarily;

9. Process Act – form 9p with notification to the user of the grounds and reasons for termination of the conciliation proceedings;

Проект „КОНСЕНСУС НЕТС“ /Project :“Consensus NETS”N 101102241, CALL: SMP-CONS-2022-ADR, funded by the European Commission



Съфинансирано от Европейския съюз
Co-funded by the European Union



Център за алтернативно решаване на спорове „Консенсус“
Center for Alternative Dispute Resolution „Consensus“

10. Processes Act – form 12p, collects and summarizes data from the registry on the progress of the conciliation file;

11. Process Act 13p by entering the relevant data from the files in a common log of the results of the procedures carried out.

Article 20. Documents processed in conciliation proceedings under Chapter IV listed in chronological order:

1. Application for the commencement of proceedings – Act – form 1Z;
2. Presentation of the case;
3. Evidence to the case study;
4. Act – form 1p for the initiation of a case with conciliation proceedings and the designation of a person responsible for monitoring the implementation of the procedure;
5. Act – form 2p for the distribution of the application to a conciliator;
6. Act – form 3p for initiating the conciliation procedure (external verification of the applicant's documents, formal verification of the grounds for initiating conciliation proceedings);
7. Act – form 4p for notifying the applicant of incompleteness in a factual statement of the case and/or the evidence attached to the application;
8. Act – form 5p for notification to the trader of the initiation of conciliation proceedings, of a designated conciliator, with a request for submission of an opinion and documents on the case;
9. Consent/disagreement of the trader in the case of participation in the conciliation proceedings;
10. The trader's opinion on the case;
11. Evidence of the trader's position on the case;
12. Act – form 6p of conciliation proposal;
13. Act – form 7p of a statement of reasons, an integral part of a conciliation proposal for the parties to the dispute;
14. Opinion on the acceptance/rejection of the conciliation proposal by each of the parties to the dispute;
15. Act – form 8p decree for termination of conciliation proceedings in case of expressed disagreement by the trader to participate voluntarily;

Проект „КОНСЕНСУС НЕТС“ /Project :“Consensus NETS”N 101102241, CALL: SMP-CONS-2022-ADR, funded by the European Commission



Съфинансирано от Европейския съюз
Co-funded by the European Union



Център за алтернативно решаване на спорове „Консенсус“
Center for Alternative Dispute Resolution „Consensus“

16. Act – form 9p with notification to the consumer of the grounds and reasons for termination of the conciliation proceedings;
17. Act – form 10p for archiving a case with conciliation proceedings;
18. Act - form 11p - dashboard for implementation of stages of the conciliation procedure;
19. Act – form 12p – Diary on the progress of the conciliation file;
20. Act – form 13p – general log of the results of the procedures carried out;
21. Act – form 14p – Statistical form, Bulletin.

FINAL PROVISION

§ 1. The general organisation and control of the implementation of these rules shall be carried out by the MB of the CARS.

ATTACHMENTS

- Act - form 1z;**
- Act – form 1p;**
- Act – form 2p;**
- Act - form 3p;**
- Act – form 4p;**
- Act – form 5p;**
- Act – form 6p;**
- Act – form 7p;**
- Act – form 8p;**
- Act – form 9p;**
- Act – form 10p;**
- Act – form 11p;**
- Act – form 12p;**
- Act – form 13p;**
- Act – form 14p.**

Проект „Консенсус НЕТС“ /Project :“Consensus NETS”N 101102241, CALL: SMP-CONS-2022-ADR, funded by the European Commission



Съфинансирано от Европейския съюз
Co-funded by the European Union



Център за алтернативно решаване на спорове „Консенсус“
Center for Alternative Dispute Resolution „Consensus“

Act - form 1z

APPLICATION FORM

Description/Title

Applicant /name and surname for individuals or name for legal entity/

National ID number/address/phone number of the applicant

E-mail of the applicant

Defendant /name and surname for individuals or name for legal entity/

National ID number/address/phone number of the defendant

E-mail of the defendant

Describe in detail all the circumstances of the dispute:

Indicate how you want your problem solved /what outcome would satisfy you/

List of evidence you have in relation to the dispute:

Проект „Консенсус НЕТС“ /Project :“Consensus NETS”N 101102241, CALL: SMP-CONS-2022-ADR, funded by
the European Commission



Съфинансирано от Европейския съюз
Co-funded by the European Union



Център за алтернативно решаване на спорове „Консенсус“
Center for Alternative Dispute Resolution „Consensus“

I agree to my data being processed and stored according to the Personal Data Protection Act: Yes/No

Date:

Applicant:

Act – form 1p

ACT OF FORMATION OF REGISTRATION

Проект „Консенсус НЕТС“ / *Project : "Consensus NETS" N 101102241, CALL: SMP-CONS-2022-ADR, funded by the European Commission*



Съфинансирано от Европейския съюз
Co-funded by the European Union



Център за алтернативно решаване на спорове „Консенсус“
Center for Alternative Dispute Resolution „Consensus“

By incoming No. /

Applicant:

Defendant:

FORMING:

CONCILIATION DOCUMENTATION/CD №

.....
.....

Date of forming:

Deadline for ending the proceedings:

Prepared by:

Act – form 2p

ACT FOR DISTRIBUTION OF DOCUMENTS

Проект „Консенсус НЕТС“ / *Project : "Consensus NETS" N 101102241, CALL: SMP-CONS-2022-ADR, funded by the European Commission*



Съфинансирано от Европейския съюз
Co-funded by the European Union



Център за алтернативно решаване на спорове „Консенсус“
Center for Alternative Dispute Resolution „Consensus“

CD №/.....

I ALLOCATE proceedings on the file of conciliator:

Date of forming:

Deadline for ending the proceedings:

I appoint as a person responsible for monitoring the fulfillment of deadlines in the proceedings.

Prepared by:

Act – form 3p

DOCUMENT CHECK ACT

Проект „Консенсус НЕТС“ /Project :“*Consensus NETS*”N 101102241, CALL: SMP-CONS-2022-ADR, funded by the European Commission



Съфинансирано от Европейския съюз
Co-funded by the European Union



Център за алтернативно решаване на спорове „Консенсус“
Center for Alternative Dispute Resolution „Consensus“

CD №/.....

Check of CD:

- 1. Value of the goods/services (always over BGN 50 and up to BGN 25,000) - BGN;
- 2. Administration fee paid - from date;
- 3. Submitted evidence of the existence of a legal relationship - no.;
- 5. Clear case statement: Yes/No
- 4. Existence of grounds for refusal under Art. 14, paragraph 1, letter "d" of the Regulations: Yes/No

Notes:

The field is used for notes on the file, for example indicating a feature of the dispute.

Accept/reject application CD No. / year of proceedings.

Responsible conciliator:

Act – form 4p

To

Проект „Консенсус НЕТС“ /Project :“Consensus NETS”N 101102241, CALL: SMP-CONS-2022-ADR, funded by
the European Commission



Съфинансирано от Европейския съюз
Co-funded by the European Union



Център за алтернативно решаване на спорове „Консенсус“
Center for Alternative Dispute Resolution „Consensus“

.....

CD №/.....

Dear,

After examination of the evidence presented by you, it was found that information is missing regarding, as they are not provided us with evidence of

.....

In order for us to consider your case, it is necessary to provide us with the requested information data.

Please do not hesitate to contact me in case you need clarification.

Conciliator:

.....

<https://mediationcenter.bg/>

Act – form 5p

To “.....”,

BULSTAT Unified Identification Code (UIC)

Проект „Консенсус НЕТС“ /Project :“Consensus NETS”N 101102241, CALL: SMP-CONS-2022-ADR, funded by the European Commission



Съфинансирано от Европейския съюз
Co-funded by the European Union



Център за алтернативно решаване на спорове „Консенсус“
Center for Alternative Dispute Resolution „Consensus“

Management and correspondence address:

.....

Announced public email address:

Ref.: Conciliation Documentation

CD/.....

Dear Mr./ Mrs.,

As a recognized alternative dispute resolution body listed on the
The Ministry of Economy, according to Art. 181p of the Consumer Protection Act,
We are sending you this request for an opinion, in connection with
initiated proceedings reg. No. / year of Center for Alternative Resolution of
"Consensus" disputes, after an application submitted by, user.
.....summary of user claims.....

Attached, we send a copy of the documents received from the applicant and invite you to us
send electronically your opinion on the case within the limits specified in
The rules for conducting a conciliation procedure of CADR "Consensus", deadlines.
In case that more time is needed to prepare an opinion on the case, please yes
send a notification to the following e-mail address: sdr.konsensus@gmail.com, with which we
we commit to comply. In correspondence with the center, indicate the file number.
In addition, we would like to inform you that as an independent authority to resolve the
disputes, after examining the case in detail on the basis of its expertise, the center will
draw up a conciliation proposal to resolve the dispute between the company and the user,
without any fees being payable by you within 14 days of receiving your opinion.

In case you need additional information about our activity, please visit
our internet address: <https://mediationcenter.bg/>.

We remain available for assistance and additional information if needed.

Проект „КОНСЕНСУС НЕТС“ / Project : "Consensus NETS" N 101102241, CALL: SMP-CONS-2022-ADR, funded by
the European Commission



Съфинансирано от Европейския съюз
Co-funded by the European Union



Център за алтернативно решаване на спорове „Консенсус“
Center for Alternative Dispute Resolution „Consensus“

Attachment: CD No./..... year, with deleted personal data.

Regards,

Conciliator:

.....

<https://mediationcenter.bg/>

Act – form 6p

CONCILIATION PROPOSAL

CD №/..... year

Проект „Консенсус НЕТС“ / *Project :“Consensus NETS”N 101102241, CALL: SMP-CONS-2022-ADR, funded by the European Commission*



Съфинансирано от Европейския съюз
Co-funded by the European Union



Център за алтернативно решаване на спорове „Консенсус“
Center for Alternative Dispute Resolution „Consensus“

Today, the year of, the undersigned, acting in
in his capacity as Conciliator of the above conciliation file, prepared the following CONCILIATION
PROPOSAL:

I. Facts and circumstances:

.....a comprehensive description of the facts of the dispute between the consumer and the
merchant

II. Legal basis:

.....the legal grounds are specified, indicating the normative texts which
give grounds for making the conciliation proposal

III. Conciliatory proposal:

.....contains a clearly formulated proposal to settle the relationship of
consumer and trader with an explicit indication of the obligations of each of the parties
.....

§1. With the acceptance and implementation of this conciliation proposal, the parties consider
for a final settlement of the dispute between them, considered in conciliation proceedings with No.
...../ year.

§2. A copy of this conciliation proposal to be sent to the parties. If within a period of
.... days from its receipt, it is accepted by the parties, acquires the force of an agreement
between them.

Regards,

Conciliator:

.....

<https://mediationcenter.bg/>

Act – form 7p

TO the CONCILIATION PROPOSAL

CD №/..... year

Проект „Консенсус НЕТС“ /Project :“Consensus NETS”N 101102241, CALL: SMP-CONS-2022-ADR, funded by
the European Commission



Съфинансирано от Европейския съюз
Co-funded by the European Union



Център за алтернативно решаване на спорове „Консенсус“
Center for Alternative Dispute Resolution „Consensus“

The undersigned, acting/ and in his capacity as Reconciler above
conciliation file, I state my reasons for the prepared CONCILIATION

PROPOSAL under PP No. /..... year:

.....give detailed reasons for the already stated legal grounds with indication of
the normative texts that provide a basis for the conciliation

proposal

Conciliator:

.....

<https://mediationcenter.bg/>

Act – form 8p

RESOLUTION

To terminate consideration of
conciliation proceedings on CD /..... year

Проект „Консенсус НЕТС“ / *Project : "Consensus NETS" N 101102241, CALL: SMP-CONS-2022-ADR, funded by
the European Commission*



Съфинансирано от Европейския съюз
Co-funded by the European Union



Център за алтернативно решаване на спорове „Консенсус“
Center for Alternative Dispute Resolution „Consensus“

Today,, the undersigned Conciliator,
designated as a conciliator for consideration of a conciliation file with no
...../..... year according to the inventory of Tsars "Consensus", when considering a file under
application of, I found:

.....explanation of the reasons for the termination of the file

.....

Based on Art. from the Rules for conducting a procedure under
conciliation, I find that there are grounds for terminating the consideration of
the present file.

In view of the above, I find that there are grounds for
termination of consideration of PP 7/2022.

The user is informed that he can realize his rights in the dispute before
the relevant court competent for its examination.

The decree to be handed over to the user for information.

Conciliator:

.....

<https://mediationcenter.bg/>

Act – form 9p

To

.....

email:

Проект „Консенсус НЕТС“ /Project :“Consensus NETS”N 101102241, CALL: SMP-CONS-2022-ADR, funded by
the European Commission



Съфинансирано от Европейския съюз
Co-funded by the European Union



Център за алтернативно решаване на спорове „Консенсус“
Center for Alternative Dispute Resolution „Consensus“

Ref.: Conciliation Documentation

CD/.....

Dear Mr./ Mrs.,

Attached, we are sending you for your information a decree to terminate proceedings under reconciliation with No. / year, along with the reasons therefor.

We remain available for assistance and additional information if needed.

Regards,

Conciliator:

.....

<https://mediationcenter.bg/>

Act – form 10p

ACT FOR ARCHIVING CORRESPONDENCE

of CD №/ year

Проект „Консенсус НЕТС“ / *Project :“Consensus NETS”N 101102241, CALL: SMP-CONS-2022-ADR, funded by the European Commission*



Съфинансирано от Европейския съюз
Co-funded by the European Union



Център за алтернативно решаване на спорове „Консенсус“
Center for Alternative Dispute Resolution „Consensus“

Between:

Applicant.....

Defendent:

Archive No./..... year

The Correspondence contents pages, including:

- 1.;
- 2.;
- 3.;
- 4.;
- 5.

Date of forming:

Date of ending the proceedings:

Prepared by:

Act - form 11p

Проект „Консенсус НЕТС“ /Project :“Consensus NETS”N 101102241, CALL: SMP-CONS-2022-ADR, funded by
the European Comission



Съфинансирано от Европейския съюз
Co-funded by the European Union

Център за алтернативно решаване на спорове „Консенсус“
Center for Alternative Dispute Resolution „Consensus“

Entrance No.	Date	Case No.	Conciliator Key	Applicant	Merchant	Instructions Art. 10, 3	Inquiry Art. 10, 4	Result	Notes/Arch. No.	Admin Key

Act – form 12p

JOURNAL ON THE PROCEEDINGS

individual record sample by

CD №/ year

Проект „Консенсус НЕТС“ / *Project :“Consensus NETS”N 101102241, CALL: SMP-CONS-2022-ADR, funded by the European Commission*



Съфинансирано от Европейския съюз
Co-funded by the European Union



Център за алтернативно решаване на спорове „Консенсус“
Center for Alternative Dispute Resolution „Consensus“

- 1. Date of forming:
- 2. Appointed Conciliator: ;
- 3. New distribution: ;
- 4. Responsible for tracking deadlines: ;
- 5. Correspondence between conciliator and parties:
 - 5.1.
 - 5.2.
 - 5.3.
- 6. Ended with
(acceptance of conciliation offer, termination, other)

Proceedings End Date:
.....

Archive No.:

Prepared by:

Act – form 13p

JOURNAL OF THE RESULTS OF THE PROCEEDINGS

general record sample for the period

from 01.01. year to 31.12. year

Проект „Консенсус НЕТС“ /Project :“Consensus NETS”N 101102241, CALL: SMP-CONS-2022-ADR, funded by
the European Commission



Съфинансирано от Европейския съюз
Co-funded by the European Union



Център за алтернативно решаване на спорове „Консенсус“
Center for Alternative Dispute Resolution „Consensus“

№	Conciliator	Number of proceedings closed beyond the deadline	Number of proceedings concluded with an offer of conciliation	Number of proceedings with accepted conciliation proposals	Number of discontinued proceedings
1					
2					
3					
4					
	Total for the period:	<i>The sum of all positions</i>	<i>The sum of all positions</i>	<i>The sum of all positions</i>	<i>The sum of all positions</i>

Prepared by:

Act – form 14p

BULLETIN

With information on the considered conciliation proceedings in the period
from 01.01. year to 31.12. year

Проект „Консенсус НЕТС“ /Project :“Consensus NETS”N 101102241, CALL: SMP-CONS-2022-ADR, funded by
the European Commission



Съфинансирано от Европейския съюз
Co-funded by the European Union



Център за алтернативно решаване на спорове „Консенсус“
Center for Alternative Dispute Resolution „Consensus“

I. Number and type of conciliation procedures by subject:

1. Total number of considered conciliation procedures for the period: no.
2. Separated by sector, considered conciliation procedures for the period as follows:
 - 2.1. Sale of goods - no.
 - 2.2. Electronic commerce - no.
 - 2.3. Cross-border disputes on the delivery of goods - no.
 - 2.4. Water supply sector - no.
 - 2.5. Energy sector - no.
 - 2.6.

II. Practice Bulletin:

1. CD .../..... year
..... a short and concise description of the conciliation proceedings with the result
2. CD .../..... year
..... a short and concise description of the conciliation proceedings with the result

Prepared by:

Проект „Консенсус НЕТС“ /Project :“Consensus NETS”N 101102241, CALL: SMP-CONS-2022-ADR, funded by
the European Commission